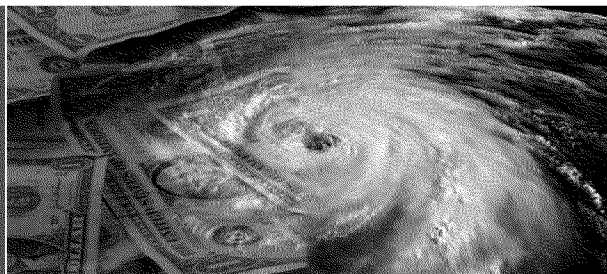


CRU-USA
catastrophe response unit

About Us



We're Different. We're CRU

Who We Are

- An independent adjusting firm specializing in the administration of catastrophe and daily property claims
- Our Senior Management Group has a diverse background of experience and claims knowledge, going back several decades in the US, Canada and Worldwide.
- Employ adjusters, inspectors, analysts, appraisers and catastrophe support personnel; professionals in accounting, information services, corporate management, and customer service specialists.
- Conduct multiple yearly training seminars in multiple countries
- Offices in Toronto, and Calgary Canada, Dallas, TX, Ardmore, OK, and Gulf Breeze, FL.
- Customer-centric approach to our processes

From the adjuster arriving at the customer's door to our customer care representative on the phone, we deliver on the trust placed in our hands.

Our Approach

When disaster strikes, customers put their faith in their insurance carrier to bring life back to normal quickly. These are the moments when the promise from carrier to insured must be fulfilled.

- The goal of any carrier is high policyholder satisfaction and retention
- Performance during times of adversity are the true measure of an IA firm
- The key components of adjusting are: response time, policy knowledge, carriers' processes, mitigation, documentation, indemnity cost control and the loss adjusting expenses.
- We accurately collect and analyze data to ensure we meet expectations.
- We are committed to strong continuing education for our staff to stay current with the constant changes in business.



Our diverse service offerings allow our clients to offer best in class service while improving their bottom line performance.

More information at
www.cruadjusters.com



Questions or comments
PHONE 647.694.2988



Part of the CRU Group

Catastrophe Response Unit, Inc. (CRU)
Catastrophe Response Unit, Inc (CRU-USA)
Maltman Group International
Academy of Insurance Adjusting (AIA)

***The insured is your customer.
Your #1 priority. Trust CRU to serve
every single one to your standards.***

Services

- Daily Claims
- Catastrophe Claims
- Appraisals
- QA inspections
- Auto Claims
- Liability Claims
- Environmental Claims

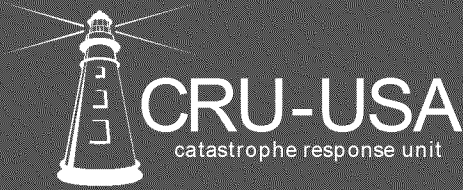
Types of Events

Hurricanes * Earthquakes * Tornadoes
* Wildfires * Explosions * Environmental
* Wind, Hail, and Ice Storms

Unique In The Industry

***We form collaborative consultative
relationships with our clients.***

- Full North American Coverage
- Offices in Canada and the United States
- Tailored Solutions: Evaluate and develop specialty adjusting groups to meet our client-specific needs.
- Pre-Event Catastrophe Planning
- Quality Management Audit Program
- CRU's Contents Recording Unit
- Quality Management Audit Program
- Indemnity Management
- Reduced Cycle Time
- Qualified adjusters: in-house/desk or field, complete adjusting services or task assignments
- Immediate Response
- Exceptional Service



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Trust CRU to serve every single one to your standards.*

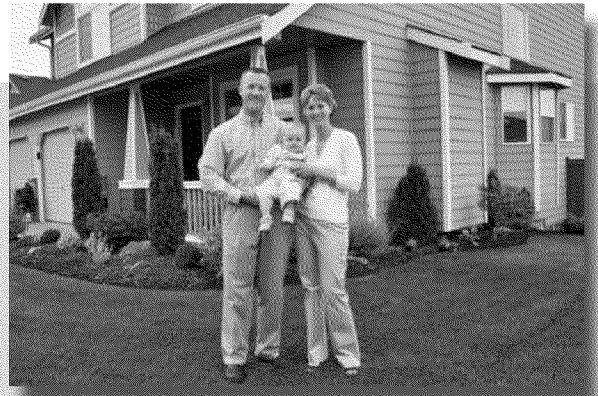
We are an extension of your team, your services and your brand. If customer service is your differentiator, then CRU is your representative and delivers your messages to policyholders when they need you.

- We can be perfectly aligned with your customer service strategies as we provide resources that serve one insured at a time.
- We believe that with our resources committed only to your clients, we can ensure that we provide the information and communication programs that you want your clients to receive. Trust us to be your customer service ambassador.
- Retaining customers after a catastrophe requires extraordinary service delivery including resources on the ground quickly with people fully trained in CAT management, customer service and crisis communication. We are first responders and worked closely with local officials to assess damage, secure properties and protect your clients and their assets. With open communication and people on the ground we can provide your customers with clear expectations, next steps and follow through and deliver on your promises.

Our company's great success comes from providing our carriers with effective, custom-designed claims services and the insured with a positive, and quick, claims handling experience.

Mission Statement

CRU Group is dedicated to providing carriers with customized, effective insurance claim services with the most uniquely qualified adjusters and to providing policyholders with the best claimsexperience.



Contact Us

For more information on any CRU service, contact: info@cruadjusters.com

General Information/Website Support: info@cruadjusters.com

CANADA

ONTARIO - 15 Allstate Pkwy 6th floor #36 Markham Ont L3R 5B4 Tel: 647.694.2988

ALBERTA - 412- 53rd Southeast suite #4 Calgary, AB T2H 0N3 Tel: 403.879.2474

USA

OKLAHOMA - 2610 Sam Noble Parkway Ardmore, OK 73401

TEXAS - 1800 Industrial Blvd Suite 100 B Colleyville, TX 76034 Tel. 817.488.6359

FLORIDA - 14 Live Oak St, Suite E Gulf Breeze, FL 32561 Tel: 512.253.7341

WWW.CRUADJUSTERS.COM